**JOB DESCRIPTION**

|  |
| --- |
| **Job Title**: ICT Network Manager **Reporting To: Data, Timetable & Information Systems Manager**  **Line Reports:** ICT technician |
| **Overall Purpose of the Job**:  The ICT Network manager is responsible for the operational delivery and will help drive the strategic planning of the school’s ICT facilities ensuring that there is an efficient and effective service to both students and staff. The postholder will provide technical support and ensure that all hardware, software and licences are maintained accordingly. |
|  |
| Specific-Main  Tasks  **Strategy and Policy**   * To help create, develop and implement a strategic plan for the School’s ICT provision with direction, support and guidance from the Trust’s ICT manager, Line manager and Headteacher ensuring that evolving and developing services and technologies are implemented effectively. * To ensure the School is compliant with the Trust ICT policies. * To manage the ICT consumables budget ensuring that provision and plans are created for the on-going maintenance for future developments of the infrastructure and all associated hardware and software ensuring that correct procurement procedures are adhered to.   **Management**   * To lead and direct the ICT technician ensuring that daily tasks are carried out and give direction for larger projects. * To develop, train and share knowledge and good practice to the ICT technician to build up their skillset. * To ensure that the organisational needs of the School are met by continually reviewing and evaluating the work of the ICT team and gauging its effectiveness. * To monitor the effective use of network storage, inventory, replacements/upgrades and decommissioning). * To implement and manage a job tracking system monitoring requested jobs, job assignment and ensuring all are carried out in a timely manner. * To ensure compliance with software licencing for all applications used on the school network. * To identify and make provision for the delivery of relevant ICT training for teaching and support staff as required and involvement with the induction of new staff. * To work in conjunction with Line manager and Headteacher ensuring GDPR compliance across technologies.   **Technical**   * To keep up to date with developments in the ICT industry, recommending improvements to working practices where appropriate to maintain and develop service levels and capabilities within the organisation. * To design and implement a rolling programme of maintenance and replacement of PCs and peripherals including the installation of operating systems and fault finding during both installation and operation. * To manage all software applications and installations required to support the operational needs of the School. * To provide technical support, as required, at open evenings and school events. This may often take place outside of the school day and will require some flexibility in working hours.   **Security**   * To help design and implement the School’s disaster recovery strategy. To ensure that the school network is protected against loss of data and that there is provision for business continuity in the event of unforeseen circumstances, enabling the school network to remain operational at all times. * To ensure the anti-virus software is maintained and upgraded ensuring the integrity of the school network at all times. * To be responsible for the security and access protocols for staff and student use of the school network. * To monitor the use of the Internet in accordance with school policy in conjunction with ERYC ICT and Smoothwall, taking appropriate action on a breach of policy.   **Infrastructure**   * To maintain and understand the network infrastructure including cabling, server and storage configurations and advise Leadership Team of lifespan of warranties and the requirement to purchase/maintain new network infrastructure. * To be knowledgeable and understanding of the configuration of the LAN environment (including addresses, routing and connectivity management, both internal and external) * To maintain and develop an AD / GPO structure meeting the needs of the network and its users * To manage the telephony systems on site in conjunction with the communications provider * To maintain the wireless infrastructure from all areas of the School.   **Customer Service**   * To ensure that a high level of customer service is available during the school day to both staff and students through the IT helpdesk service. * To ensure that help and support is available to all customers by responding effectively to email and telephone queries. * To ensure that classroom equipment is maintained to the highest possible standard, trouble-shooting when required and ensuring that lessons are able to continue to run effectively. |
| **General Information:** |
| * The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. |
| * The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibilities for Health and Safety on all employees. Therefore it is the postholder’s responsibility to take reasonable care for Health and Safety and Welfare of him/herself and other employees in accordance with legislation. |
| * The above duties may involve having access to information of a confidential nature which may be covered by the Data Protection Act. Confidentiality must be maintained at all times. |
| * Cottingham High School & Sixth Form College is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. |